

# Voice Mail / Automated Attendant Systems and Unified Communications

Iwatsu America provides two voice mail products for ADIX APS:

- Omega-Voice VMI – a fully integrated system circuit card based voice mail / automated attendant system.
- ADIX TOL 2000 – a server based voice mail system.

Each of these voice mail systems are described in detail in this chapter.

## Omega-Voice VMI

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Omega-Voice VMI is a fully integrated circuit card based voice mail system that provides the presence and call processing power of a large-end system in a revolutionary package. It was engineered to provide the ultimate in voice mail integration, easy installation and programming.

### Hardware Overview and Integration

Omega-Voice VMI was designed specifically for ADIX APS. Omega-Voice VMI consists of the IX-4VML circuit board and the optional IX-4EVML expansion card that resides inside the ADIX APS system. The IX-4VML is a fully integrated voice-processing card that provides maximum flexibility and increased user power. It may be expanded from 4 to 8 ports by utilizing the IX-4EVML card.

### Feature Overview

#### Capacity:

- Four or eight voice mail ports.
- 600 mailboxes.
- 300 hours of message storage space.

#### Dynamic Trunk Routing and Caller ID:

- Omega-Voice VMI takes advantage of DNIS, ANI and Caller ID, enabling callers to hear customized greetings and ensuring they are directed to the correct mailbox.
- Callers hear a specific voice mail greeting based on the number they dialed to call you.
- Caller ID information is saved with a voice mail message (Caller ID/ANI lines only). This information may be played back with the voice mail message or forwarded to a numeric pager.

### **Multiple Message Folders**

- Each mailbox has five message folders that provide users multiple levels of message management.
- **New Folder** – All messages are automatically stored in the New Folder until manually moved by the station user.
- **Discarded Folder** – Messages deleted from the New Folder are stored in the Discarded Folder for a period of up to 24 hours.
- **Saved Folder** – Messages may be moved to the Saved Folder where they will remain for a programmable length of time.
- **Archived Folder** – Messages may be saved indefinitely in the Archived Folder.
- **Receipt Folder** – If a message is marked for receipt request, the date and time the message was played by the recipient will be saved in the Receipt Folder.

### **Broadcast Messages**

- Inform multiple users simultaneously with advanced broadcasting capabilities.
- Nine distribution lists may be programmed for each mailbox with a maximum of 40 mailboxes per distribution list.
- Broadcast messages may be sent to all voice mailboxes, or mailboxes in predefined distribution lists.

### **Notification Call Out**

- Notification Call Out ensures that you won't miss any important messages.
- Omega-Voice VMI may be programmed to call either a system extension, outside telephone number or numeric pager.
- Notification Call Out may be programmed to occur for all calls, outside calls only or internal calls only.
- Notification Call Out may be programmed to occur for all voice mail messages or only for urgent messages.
- Notification Call Out may be either immediate, after a specific duration or at an exact time of day.
- Information sent includes the voice mailbox number, new message count and Caller ID information if available.
- Each user has four Notification Schedules that may be linked sequentially.

### **Conversation Recording**

- Capture important details from a conversation.
- Record a conversation or conference call to your voice mailbox.
- Eliminate the need for "while you were out" messages by recording a call and forwarding the message to the appropriate mailbox.